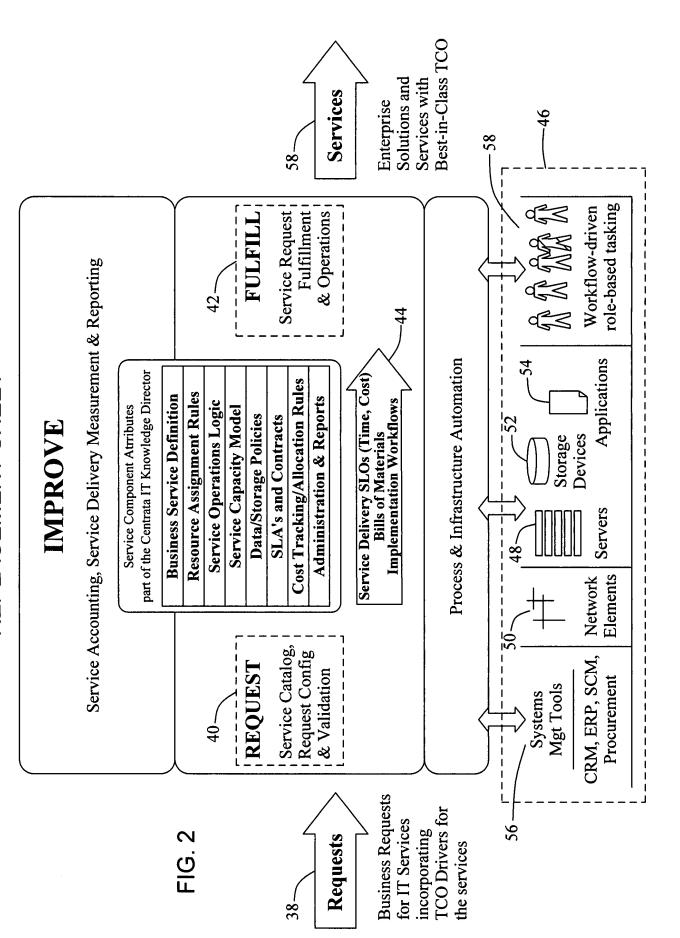
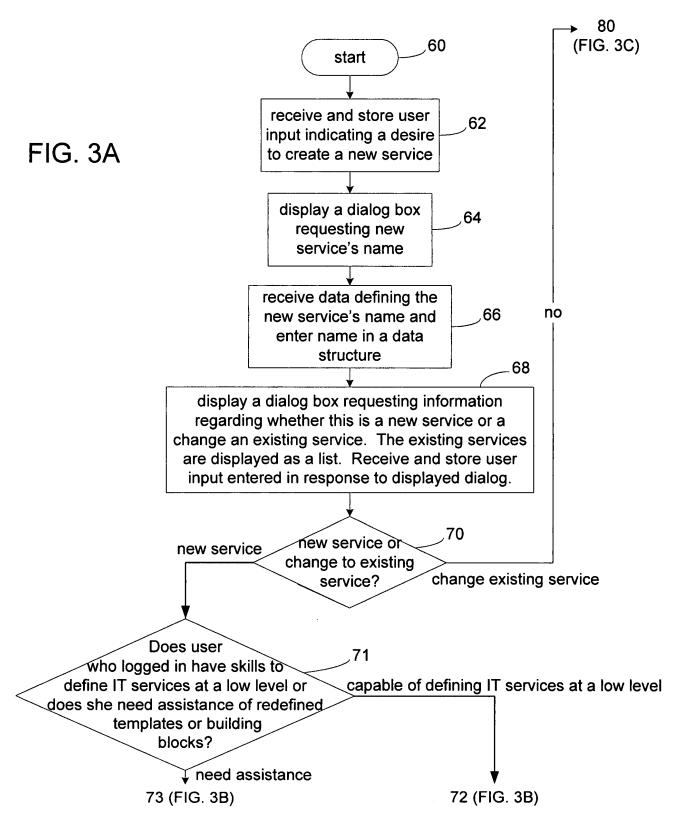
(Reference Implementation) Centrata IT Services Catalog

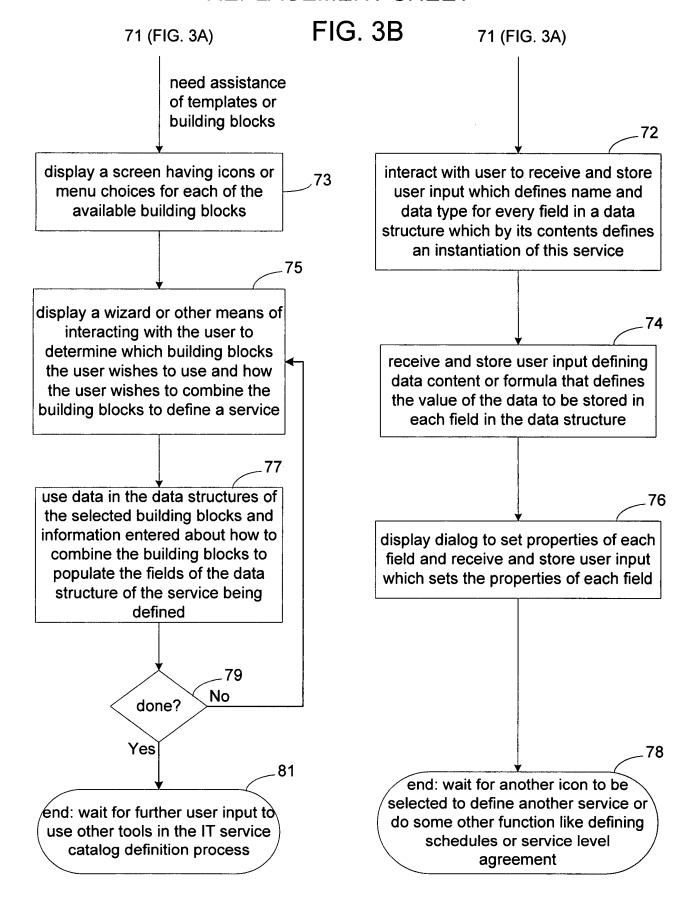
-36 Office setup
Office moves
Datacenter setup ●Audio Conference Space mgt
Physical disaster FIG. , Operations Operations Units & IT -22 Facilities Services Business IT Service Fulfiller Datacenter relocation recovery IT Telecom Operations Voice network Operations ■ Calling Cards Conferencing Telecom Services connection Voicemail H Carrier Phones ■ Video ● VoIP • PBX Campus Routers Directory Servs. **■** Intrusion detect Application ■ Authentication Dev. and IT IT Network WAN Routers Operations Operations ■ LAN Switches & Security Core Switches Network DNS Servers Services VLAN/RAS Bandwidth ▶ Firewalls 32- Internal servers ■ App monitoring IT Datacenter **■** Sys monitoring Application Operations Dev. and IT Operations ● Cluster config DASD storage -16 & Storage Compute Services NAS storage App servers File servers redundancy DB servers Backup Storage 30environment for Custom Web Apps environment for IT Datacenter Development Environment Application Application Operations & Support environments Development environments environments package apps Services ● App configuration | custom apps Production ● Decision Support ● Production Stage Organizations Financial Apps Development ■ Job scheduling Application Application & Support ■ App upgrades End User App training App support Services Output Mgt CRM Apps App tuning ERP Apps IT Service Requestor ■ Application Access IT Operations "Move Employee" Desktop computer "New Employee" ■ Desktop training Employee **End User** (Support) Services Password reset **Email Account** -10 Printer setup • Telephony **■** Voicemail

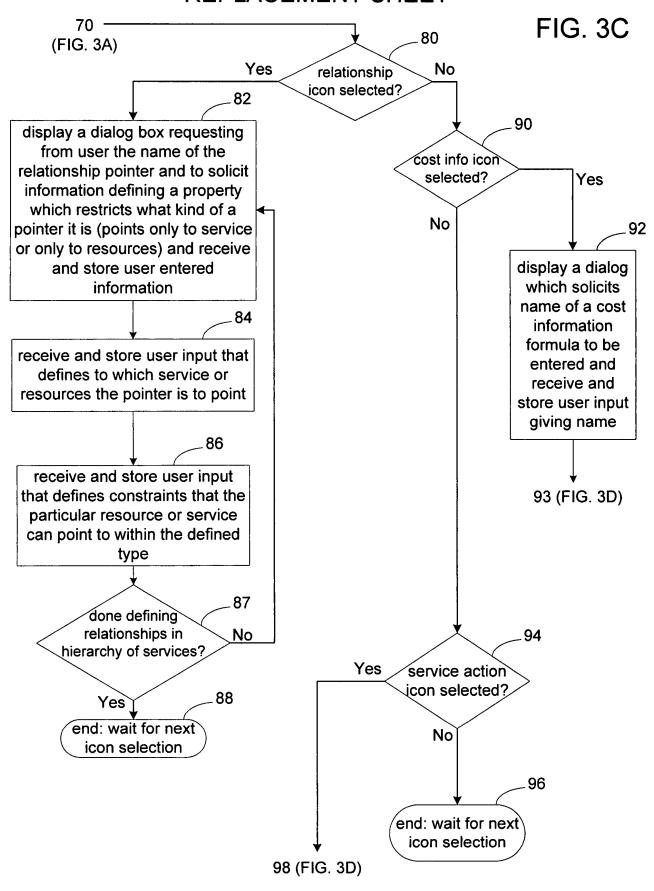


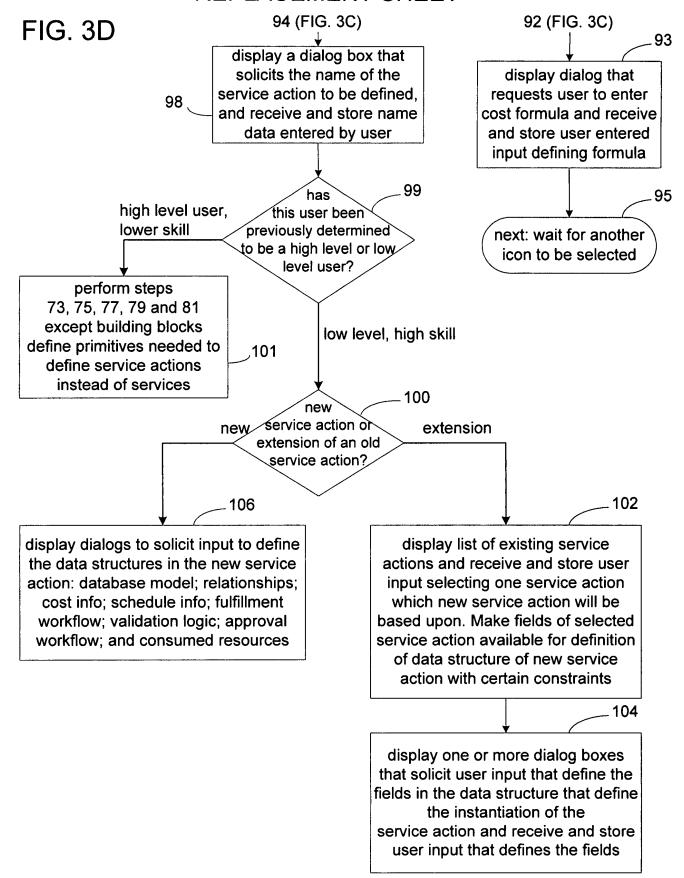


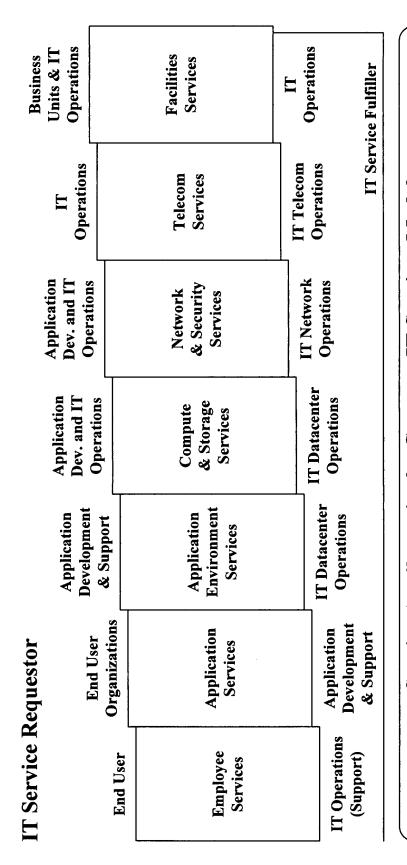
PROCESS CARRIED OUT BY A COMPUTER TO INTERACT WITH AN IT PROFESSIONAL TO BUILD A SERVICE CATALOG











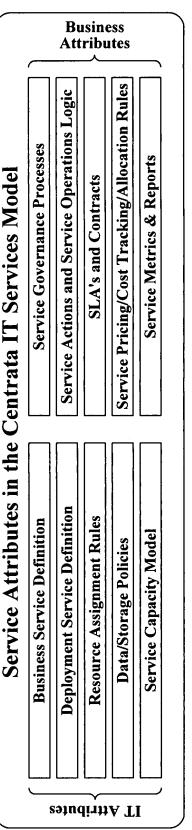


FIG. 4

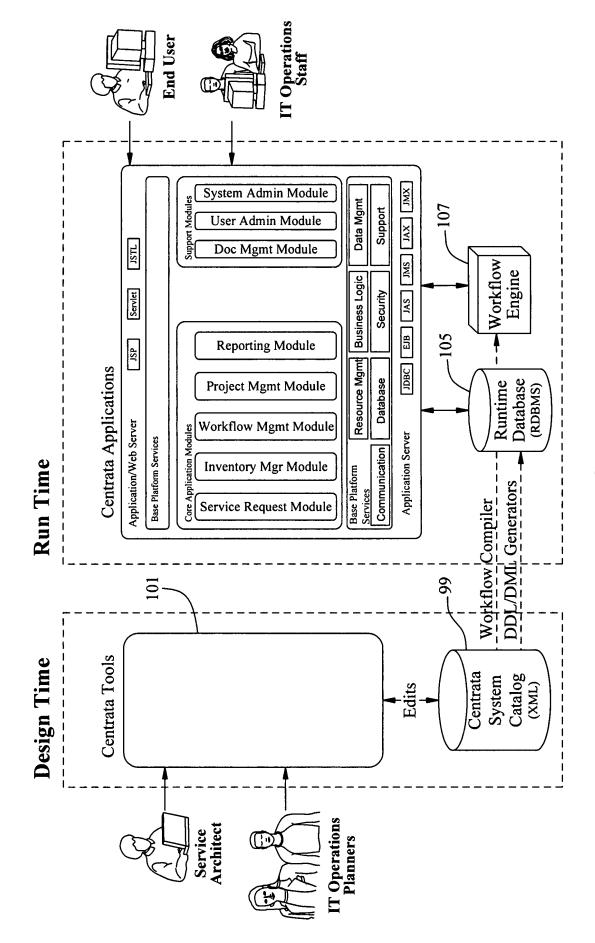
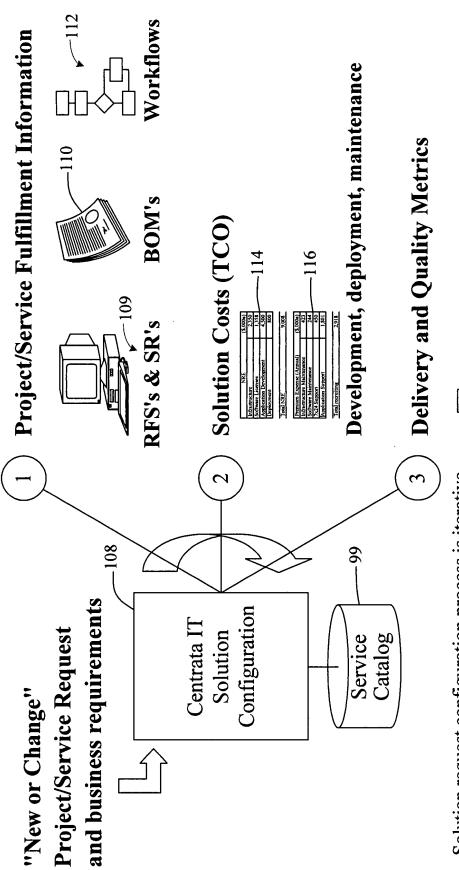


FIG. 5



Solution request configuration process is iterative Each output type can be fine-tuned by changing request configuration parameters
Side-by-side comparisons of alternative configurations and their associated cost & risk profiles are provided

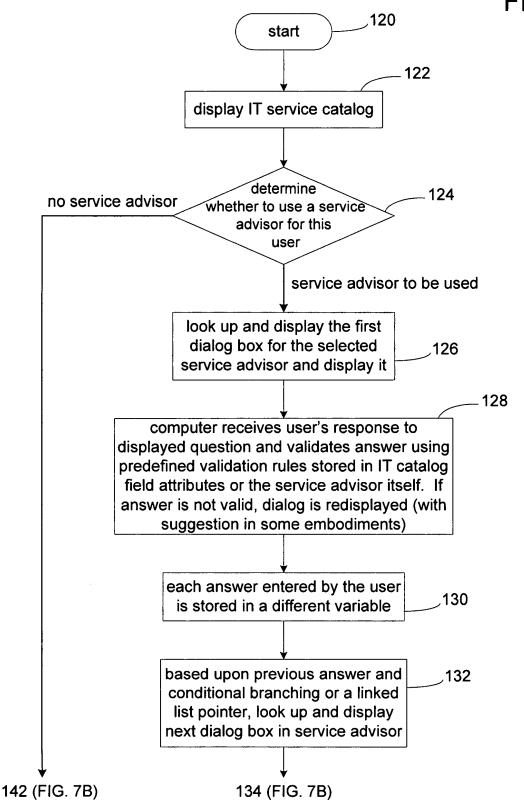


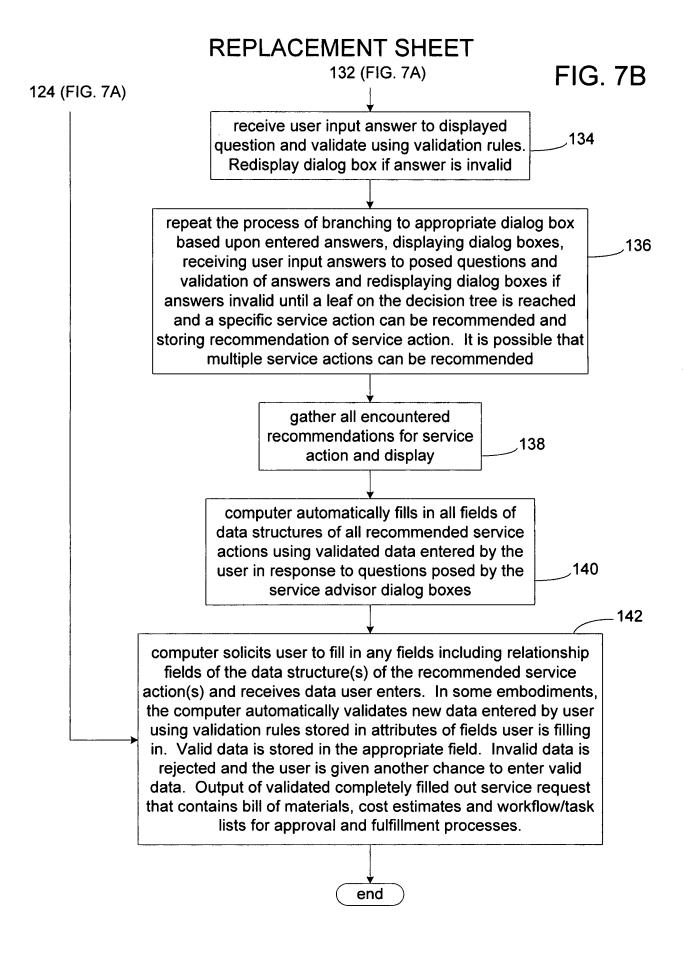
Six Sigma and other project governance and delivery metrics

FIG. 6

CONFIGURATION PROCESS TO RECEIVE AND VALIDATE USER REQUESTS FOR IT SERVICES AND CONVERT THEM TO SPECIFICATIONS FOR A FULFILLMENT PROCESS

FIG. 7A





THRESHOLD APPROVAL PROCESS TO OBTAIN MANAGEMENT APPROVAL FOLLOWED BY FULFILLMENT PROCESS TO GENERATE WORKFLOWS TO BRING INSTANCE OF REQUESTED SERVICE INTO EXISTANCE

